

POLICY

CORP022 Community Transport Policy



1 Purpose

Hindmarsh Shire Council is committed to supporting residents to remain independent and connected with their community. Council provides a community transport service to eligible older residents, people with disabilities and other transport disadvantaged residents to achieve this end.

Council's community transport service includes providing services to and from social and community activities, events and settings, as well as offering a community bus hire to not-for-profit organisations, community groups and community members. The services provided by Council aim to supplement, not replace, existing public and commercial services.

The purpose of this policy is to guide Council in relation to the management of Council's community transport services, including;

- Community bus hire;
- Community taxi services; and
- Transport in the course of Home and Community Care service delivery.

2 Scope

This policy is applicable to all staff, volunteers, community groups, not-for-profit organisations and community members involved in the delivery of community transport services or operating the community bus.

3 Definitions

Council means Hindmarsh Shire Council

CEO means Chief Executive Officer

4 Policy Implementation

Council's community transport options aim to provide services to those residents who are unable to use public or private transport as a result of one or more of the following factors:

- Physical or general health limitations (e.g. disability, frail age)
- Limited finances
- Lack family or social network support
- Socially or geographically isolated
- A lack of alternative mobility option

It also offers a Community Bus Hire service to allow community groups and not-for-profits groups to efficiently attend community events where no commercial transport services are available.

5 Council Staff

The requirements for Council staff when driving private vehicles are covered in Council's Motor Vehicle Policy, OHS Manual and Employee Code of Conduct.

6 Volunteer Drivers

Volunteer drivers for Community Taxi and Meals on Wheels services will use their own cars. Volunteers must have a current drivers licence and be prepared to present it for inspection if requested. Under the law, drivers are required to always carry their licence. All vehicles must be registered with comprehensive or third-party property insurance, evidence of which is to be provided to Council on commencement as a volunteer, and on renewal.

7 Principles of Practice

The Community Transport program operates under the following Principles of Practice:

- **Community participation or community driven** – by appropriate people living and working in the community.
- **Self-determination or empowerment** – when and where possible enabling people to have some control and be involved in assessing the problems and the decision-making processes that ultimately affect them.
- **Needs-based planning** – mapping what already exists, comparing with other communities, collecting data, observing trends and, most importantly, listening to the people who know and experience the problem.
- **Access** – ensuring transport is affordable, appropriate, available, safe and comfortable.
- **Equity** – recognising and providing for those groups who are most transport disadvantaged.
- **Collaboration** – with other providers and sectors to coordinate effort, share resources, information, problem solving and action planning.
- **Appropriate use of technology and resources** – making better use of resources that already exist and where needed having technology that services and communities can afford.
- **Sustainability/community capacity** – having responses and solutions that will last over time and build up the capacity of the community to support the solutions.
- **Integration** – bringing it all together to form a comprehensive response that links in with other community or transport-related plans, infrastructure and activities.
- **Action learning** – responding to problems with a learning cycle of action. This involves integrating theory and practice, utilising reflective tools, having a mentor and a network of people to safely bounce ideas, challenge and be challenged.

8 Relevant Documents

Related documents	Legislation
Employee Code of Conduct	<i>Local Government Act 2020</i>
Volunteer Handbook	
Motor Vehicle Policy	

OHS Manual	
Community Bus Hire Agreement	

9 Document Control

CORP022 Community Transport Policy		Policy Category	OPERATIONAL
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Responsible Officer	DCCS	Review Date	30 March 2026
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	March 2023	1.0	New Policy